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Global Customer Relationship Management (CRM) Outsourcing Market Growth (Status and Outlook) 2024-2030

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Abstracts

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Customer relationship management (CRM) outsourcing is a type of professional service provided by outsourcing vendors in the form of third-party services. The services include communications management, multi-channel customer engagement, and analytic solutions.

The global Customer Relationship Management (CRM) Outsourcing market size is projected to grow from US$ million in 2023 to US$ million in 2030; it is expected to grow at a CAGR of % from 2024 to 2030.

LPI (LP Information)' newest research report, the “Customer Relationship Management (CRM) Outsourcing Industry Forecast” looks at past sales and reviews total world Customer Relationship Management (CRM) Outsourcing sales in 2023, providing a comprehensive analysis by region and market sector of projected Customer Relationship Management (CRM) Outsourcing sales for 2024 through 2030. With Customer Relationship Management (CRM) Outsourcing sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US$ millions of the world Customer Relationship Management (CRM) Outsourcing industry.

This Insight Report provides a comprehensive analysis of the global Customer Relationship Management (CRM) Outsourcing landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyzes the strategies of leading global companies with a focus on Customer Relationship Management (CRM)

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Outsourcing portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Customer Relationship Management (CRM) Outsourcing market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Customer Relationship Management (CRM) Outsourcing and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global Customer Relationship Management (CRM) Outsourcing.

The retail segment accounted for the majority of shares toward the CRM outsourcing market during 2017. The segment is expected to lead the customer relationship management (CRM) outsourcing market in the forthcoming years.

This report presents a comprehensive overview, market shares, and growth opportunities of Customer Relationship Management (CRM) Outsourcing market by product type, application, key players and key regions and countries.

Segmentation by type

Communications Management

Multi-Channel Customer Engagement

Analytic Solutions

Others

Segmentation by application

Retail

BFSI

Telecom & IT

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Healthcare

Others

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

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Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

IBM

Accenture

Cognizant

Infosys

HCL Technologies

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